

Student Services Manual (SSM)

SSM 203–03: Ordering Official Transcripts

Effective: 8/15/1974

Revised: 3/1/2024

Purpose

To facilitate ordering official transcripts of course work taken at ASU or transcripts being held in custodial care for the Thunderbird School of Global Management prior to December 31, 2014.

Sources

Family Educational Rights and Privacy Act of 1974 (also referred to as the Buckley Amendment), 20 *United States Code* § 1232g

University Registrar Services

Policy

An official transcript is the complete chronological listing of the student's academic record. (Official copies of work transferred to the university must be requested directly from the institution where the work was completed.)

A student may order official transcripts by submitting required information and paying the appropriate fee. Official transcripts can be ordered in person, by mail, or online via the Web (no phone or fax requests are accepted).

Transcripts will not be issued if any financial obligations are due the university.

When ordering by mail, attach a check or money order payable to Arizona State University. If ordering in person, payment by cash, check, or credit card is acceptable. Online orders must be paid for with a credit card.

The fee for an official transcript is \$15 per copy. An additional fee of \$10 will be charged for any "Rush" transcript request (requested in person only, to be printed and picked up on the same day).

Special delivery processing, instead of regular mail, is available at additional cost. For expedited delivery to U.S. addresses via FedEx or U.S. Express Mail, the requestor will be charged an additional \$22.00 per recipient. The expedited delivery costs are in addition to the cost of the transcript(s). For expedited deliveries to addresses outside the U.S. via International FedEx Express or International Express mail, the requestor will be charged an additional \$38.00 per recipient. FedEx charges additional fees for all returned shipments. Payment of the FedEx return fee must be received prior to the transcript being released again.

Fees are subject to change without notice, and students are advised to check the [University Registrar Services](#) Web site for the most current fees.

All in person or mailed in requests must be authorized by the student's signature in accordance with the federal *Family Educational Rights and Privacy Act of 1974* (FERPA). Requests by persons other than the student will not be honored without the student's written authorization. Online orders placed by the student require authentication with an ASURITE user id and password.

Notification of non-receipt of paper transcripts to the ordered destination will be accepted up to 90 days after the order date. After 90 days, a new order must be placed.

Procedure

Request Submission

To order an official transcript, an individual must submit the [Required Information](#) listed below as follows:

1. via the Web using [My ASU](#)

or

2. with the Official Transcript Request form or a letter addressed to:

University Registrar Services

Outgoing Transcripts

Arizona State University

P.O. Box 870312

Tempe, AZ 85287-0312

or

3. by presenting photo ID in person at Cashiering Services at one of the following locations:

Downtown Phoenix campus

Mon. - Fri. 8:15 a.m. to 4:30 p.m., University Center Building, Suite 144

Polytechnic campus

Mon. - Fri. 8:15 a.m. to 4:30 p.m., Administration Building, Room 160

Tempe campus

Mon. - Fri. 8:15 a.m. to 4:30 p.m., Student Services Building, Room 244

West campus

Mon. - Fri. 8:15 a.m. to 4:30 p.m., University Center Building, Room 101

Note: If requesting the transcript in person, the individual must obtain, complete, and submit a request form along with payment. This form is available at Cashiering Services or University Registrar Services. Photo identification is required. Pre-1980 records require extra time to process.

Note: ASU Pre-1980 records and Thunderbird Alumni records are not available as electronic copies.

Required Information

An individual filling out a paper request for a transcript must supply the following information with payment of the appropriate fee:

1. full name
2. any former names
3. identification number (ASU/Thunderbird ID number)
4. date of birth

5. inclusive dates of ASU/Thunderbird attendance
6. return address
7. current telephone number
8. delivery instructions, including the complete name and address of the individual or institution to which the transcript is to be released
9. special instructions, including:
 - a. hold for posting of session/semester grades (current ASU students only)
 - b. hold for posting of a degree (current ASU students only)or
 - c. additional materials/service required.
- and
10. requester's (former or current student's) signature.

An individual ordering and paying for transcripts online must have an ASURITE user id and password to sign into the online ordering system available through My ASU and provide the following:

1. current name
2. current address
3. current phone number
4. current email address
5. recipient mailing address, email address or selection of appropriate Parchment in-network member profile
6. special instructions including:
 - a. hold for posting of session/semester grades (current ASU students only)
 - b. hold for posting of a degree (current ASU students only)
 - c. additional materials/services required

Processing Time

Usual processing time for transcript requests:

1. One to two working days are required for requests of hard copies of the transcript ordered without holds. Allow time for delivery by U.S. Postal Service.
- or
2. Twenty-four hours is required for delivery of electronic copies ordered without holds.
3. Delays may occur during peak processing times.
4. Monies owed to the university will block the student from ordering transcripts or delay processing.
5. Transcripts to be picked up by the student will be held for no longer than 30 days.

Cross-Reference

For related information on student records, see:

1. [SSM 107-01](#), "Release of Student Information"
- and
2. [SSM 203-04](#), "Student Self-Imposed Holds."